

Best Practices

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Digital Charge Processing

1. Set up a dedicated email address to be used for charges received from EEOC and advise EEOC of the address.
2. Allow access to this mailbox to at least two (2) people.
3. Check this mailbox on a daily basis.
4. Log in to the system and change the password as soon as you are notified of the charge. Be sure to keep track of the password.
5. Keep the Portal User's Desk Guide handy.
6. Be deliberate and factual in the position statement you submit since it may be disclosed to the Charging Party and/or a Legal Representative.

Reasonable Accommodation

1. Review your reasonable accommodation process. Be sure it is interactive.
2. If possible, have a point of contact for reasonable accommodation requests.
3. Train management employees to recognize accommodation requests.
4. Make sure employees are aware of the accommodation process.
5. Review job descriptions annually for accuracy. They should reflect the essential functions of the position which are actually being performed.
6. Develop a policy to address telecommuting since it can be an accommodation.

Retaliation

1. Provide training on what constitutes retaliation and the complaint process.
2. Follow-up with any employee who has filed a complaint.
3. Stress that retaliation will not be tolerated.
4. Have a clearly written non-retaliation policy and be sure that it is accessible to all employees.
5. Carefully review employment actions for consistency before taking the action and specifically against any employee who has filed a complaint.

Confidentiality

1. Keep medical records as well as records that contain genetic information separately from personnel records.
2. Limit access to medical and/or genetic records.
3. Only discuss medical and/or genetic information with those who have a need to know.